



## DTI DHR ServiceNow Instructions to

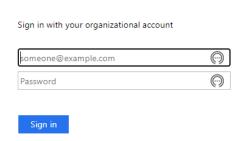
## Offboarding a Worker for IT Products and Services

1. Log into ServiceNow

Type this URL: <a href="https://delaware.service-now.com">https://delaware.service-now.com</a> into your CHROME or EDGE browser.

Once completed, you will see on the right-hand side of the screen where you can input your user ID and password. Your screen should look similar to the one below:

State of Delaware



2. On the left Nav type – "DHR" within the filter navigator search

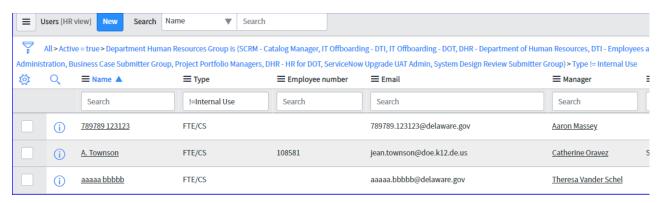


3. From the selections presented, choose "My Agency's Workers.."

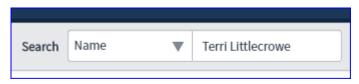




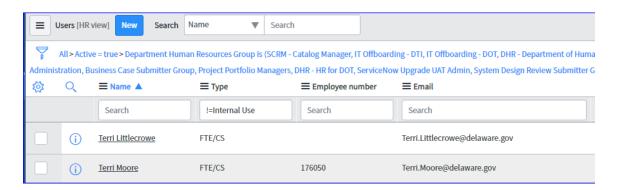
4. Your screen should look similar to this:



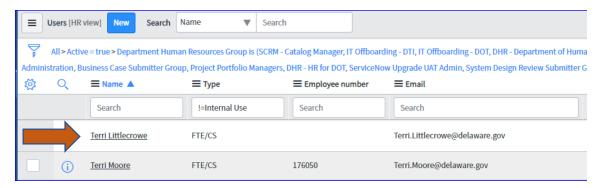
5. Type in the Search **Name** box the end user you are trying to deactivate. Please note: the search criteria needs to be set to "NAME". This can be changed by using the down arrow if it does not come up automatically.



6. Once you have hit enter after typing the name, your screen should look like below:

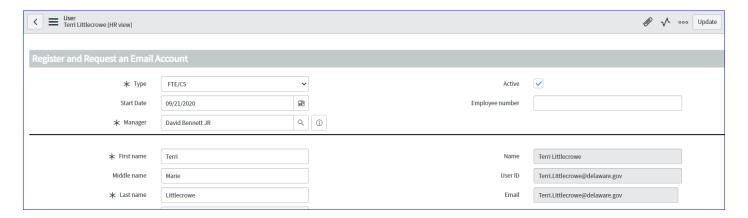


7. Choose the user again, by clicking on the Name within the search results.

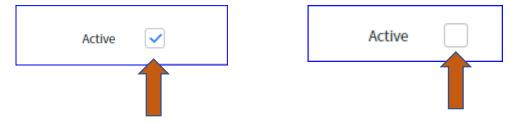




8. Once you have clicked on the user, your screen should be similar to the following:



9. Click on the ACTIVE checkbox to remove the check on the upper-right hand side of the screen:



10. Click on the button marked UPDATE on the upper right-hand corner of the screen:



- 11. Once you have hit the UPDATE button, emails will be sent to all applicable parties to deactivate the end-user's access to all applications.
- 12. This concludes the deactivation of an end-user.